



DEPARTMENT OF VETERANS AFFAIRS

[OMB Control No. 2900-0744]

Agency Information Collection Activity Under OMB Review: VBA Call Center Satisfaction Survey

AGENCY: Veterans Benefits Administration, Department of Veterans Affairs.

ACTION: Notice.

SUMMARY: In compliance with the Paperwork Reduction Act (PRA) of 1995, this notice announces that the Veterans Benefits Administration (VBA), Department of Veterans Affairs, will submit the collection of information abstracted below to the Office of Management and Budget (OMB) for review and comment. The PRA submission describes the nature of the information collection and its expected cost and burden and it includes the actual data collection instrument.

DATES: Comments must be submitted on or before **[INSERT DATE 30 DAYS AFTER DATE OF PUBLICATION IN THE FEDERAL REGISTER]**.

ADDRESSES: Submit written comments on the collection of information through www.Regulations.gov, or to Office of Information and Regulatory Affairs, Office of Management and Budget, Attn: VA Desk Officer; 725 17th St. NW, Washington, DC 20503 or send through electronic mail to oir_submission@omb.eop.gov. Please refer to "OMB Control No. 2900-0744" in any correspondence.

FOR FURTHER INFORMATION CONTACT: Cynthia Harvey-Pryor, Enterprise Records Service (005R1B), Department of Veterans Affairs, 810 Vermont Avenue NW,

Washington, DC 20420, (202) 461-5870 or email Cynthia.harvey-pryor@va.gov .

Please refer to “OMB Control No. 2900-0744” in any correspondence.

SUPPLEMENTARY INFORMATION:

Authority: The Government Performance and Results Act of 1993, Public Law 103-62, August 3, 1993 and Title 38 USC, subsection 527, Evaluation and Data Collection; 44 U.S.C. 3501-3521.

Title: VBA Call Center Satisfaction Survey.

OMB Control Number: 2900-0744.

Type of Review: Revision of a currently approved collection.

Abstract: VBA maintains a commitment to improve the overall quality of service for Veterans. Feedback from Veterans regarding their recent experience to the VA call centers will provide VBA with three key benefits to: (1) Identify what is most important to Veterans; (2) determine what to do to improve the call center experience; and (3) serve to guide training and/or operational activities aimed at enhancing the quality of service provided to Veterans and active duty personnel.

An agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a currently valid OMB control number. The ***Federal Register*** Notice with a 60-day comment period soliciting comments on this collection of information was published at 83 FR 7949 on April 17, 2018.

Affected Public: Individuals or households.

Estimated Annual Burden: 3,600 hours.

Estimated Average Burden Per Respondent: 6 minutes.

Frequency of Response: On occasion.

Estimated Number of Respondents: 36,000.

By direction of the Secretary:

Cynthia D. Harvey-Pryor,

Department Clearance Officer,

Office of Quality, Privacy and Risk,

Department of Veterans Affairs.

BILLING CODE 8320-01-P

[FR Doc. 2018-13818 Filed: 6/26/2018 8:45 am; Publication Date: 6/27/2018]